

## **Harpenden Health PCN**

- ◆ Davenport House Surgery
- ◆ The Elms Medical Practice
- ◆ The Village Surgery

Healthcare in Harpenden- The next  
10 Years



# Introduction

## Dr Bethan Rees

- GP Partner
- PCN Clinical Director
- Chair Beds & Herts LMC
- Trustee Spotlight on Africa





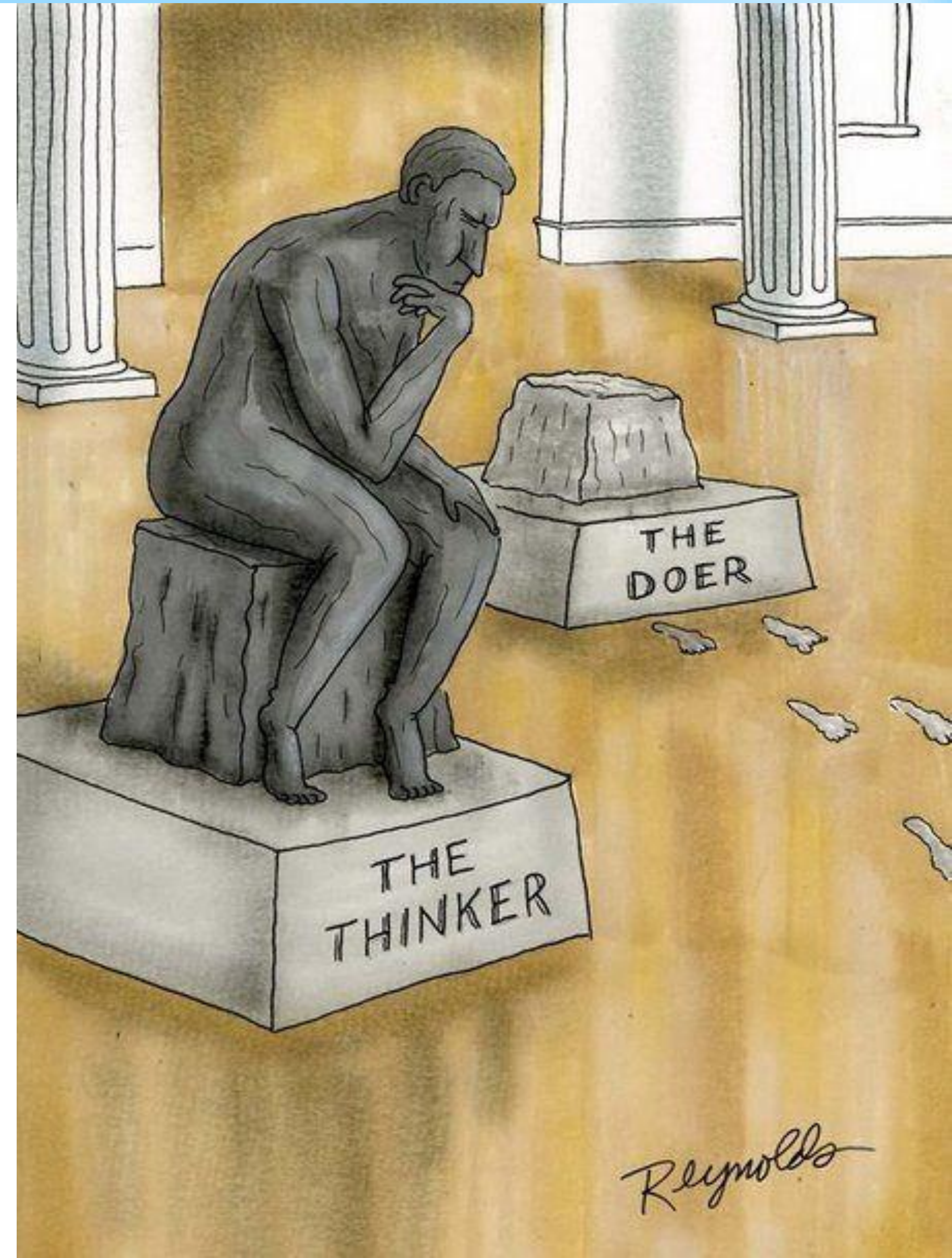
# Standing Still is not an Option!

- Last 20yrs
- The present
- The next 10yrs



"INSTEAD OF SITTING HERE FOR YEARS,  
I SHOULD GO OUT, SEE THE WORLD AND GET  
A NEW PERSPECTIVE."

WWW.FANIKATIN.COM - A CARTOON BLOG BY AHMEDFANI





# Change considerations

- Health; population health needs, advances in medicine, workforce
- Society; changes in behaviours/ expectations
- Technology; advances, potential & limitations, application
- NHSE;  
Structure/Framework/Contracts



# Last 20 years

## Health

- Move away from local community services such as cottage hospital
- Evidence based medicine
- Chronic disease management
- More investigations and treatments CT/MRI
- Nurses role expanded to help GPs





# Last 20 years

## Society/Technology

- Paper Lloyd George records swapped for digital records
- Mobile phones
- Smart phones
- Google



# Last 20 years

## Structure

- **NHSE**
- PCG (fundholding) 1999
- PCT 2004
- CCG 2013
- ICB 2022
- **Contract changes**
- GMS GP Partner Model
- PMS 1996 (phased out)
- aPMS 2004
- QOF 2004
- PCN 2019

# Harpenden Healthcare Present

## Health

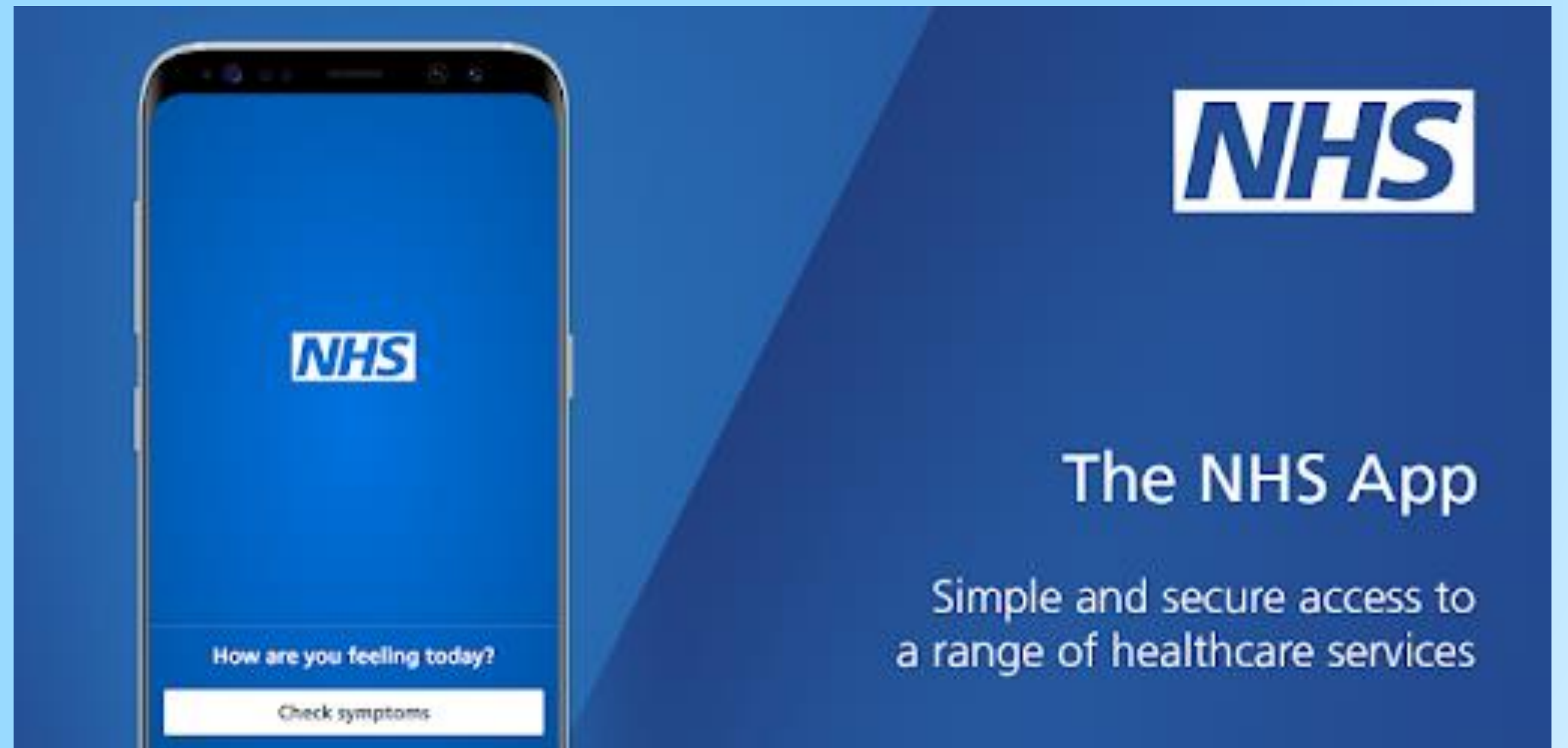
- Population health data evaluation
  - Hypertension; depression; asthma; diabetes; obesity
  - Low A&E activity levels; rising admissions for HF (heart failure)
  - Longer life expectancy/ ageing population; **30%** >65yrs live alone
  - Increasing care home residents; double in next 2yrs
  - **15.8%** children 10/11yrs overweight
  - High prevalence of young people with mental health issues
- Wider workforce; PCN, Community Pharmacist prescribers, hubs, virtual wards
- Neighbourhood integration; HF, obesity, diabetes screening



# Present

## Society/ Technology

- Banking apps
- NHS app; 70% registered
- Artificial Intelligence





# Present

## Structure

- NHSE; Hertfordshire and West Essex ICB; INT; PCN; GP practice
- 2017 HofL declared the 'Partnership Model not fit for purpose'
- 2018/19 Dr Nigel Watson report 'the Partnership model is not dead' wider workforce leading to PCNs
- 2022 Fuller Stocktake report; primary care integration leading to INT
- 2023 Modern General Practice/ Pharmacy First/ GPIIP





# Harpenden Health PCN

- Top 3 PCN in ICB award
- 44,000 patients
- PCN contract
- Above and beyond





# What is PCN?

## Component parts of PCN DES 2023-24:

- IIF - Investment and Impact Fund, achievement based
- Capacity and Access
- Service Requirements
  - Enhanced Access
  - Medication reviews & optimisation
  - Enhance health in care homes
  - Early cancer diagnosis
  - Social prescribing
  - Cardiovascular disease prevention and diagnosis
  - Tackling neighbourhood health inequalities
  - Anticipatory care
  - Personalised care
- Workforce Planning







**Harpenden Vaccination  
Centre**



# In 2021/22 the largest area of NHS spending was on staffing

■ NHS provider staff costs ■ Other staff costs ■ Non-NHS - health care ■ Non-NHS - social care ■ Primary care ■ Prescribing ■ Procurement  
■ Clinical negligence ■ Local authority grants ■ Covid-19 inventory ■ Depreciation ■ Other





# Primary Care: Dynamic and Innovative

- More than 1 million appointments everyday.
- ½ a million more than pre-pandemic
- 71% of Covid-19 vaccines delivered in Primary Care at lower cost than other delivery models.

# Harpenden Health PCN team

- Care co-ordinators
- Social Prescribers
- Clinical Pharmacists
- Dietician
- Health & Wellbeing Coach
- Paramedic
- Physician Associates
- Menopause nurse
- Mental Health worker
- First Contact Practitioner/MSK





# GP practice/PCN team and roles

Community Pharmacy

- Primary Care Network team (PCN)**
- Health & Well- Being Coach
  - Social Prescribing
  - Care Coordinators
  - Dietitian
  - Young person's GP clinic GP (11-25 )
  - Mental Health Practitioner ( 18 and over)

PPG

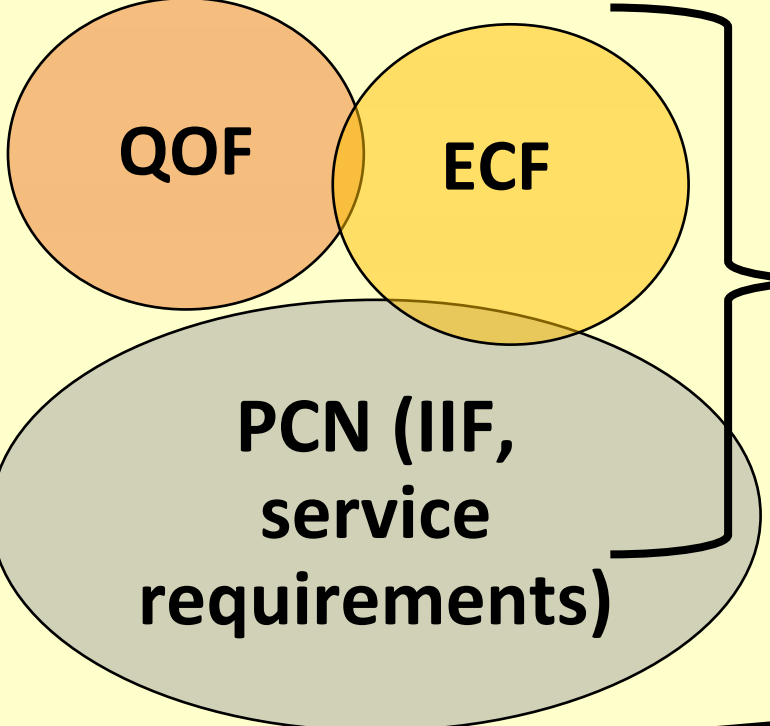
**GP Practices** 

- Practice Management team**
- Practice Manager
  - Asst Practice Manager
  - .....

- Practice Clinical team**
- GP partners
  - Salared GPs
  - Nurses
  - Paramedics
  - HCA

- Primary Care Network team (PCN)**
- Paramedic
  - 1st contact physician MSK
  - Clinical Pharmacists
  - Physician Associates
  - Nurse Specialist Menopause
  - Nurse Specialist IUCD

- Practice Admin team**
- Reception/admin
  - Admin
  - Medical secretaries
  - Prescribing
  - Data Management
  - Summariser/coders
  - Scanner



Public Health Domain

Clinical Domain

GP Practice- clinical and non-clinical team varies based on individual practices organisational structure

# Above and beyond!

- Young persons mental health GPwSI
- Mindfulness
- Menopause nurse
- Coil nurse clinics
- Chair based exercises
- Wellbeing hub







Dr. Bethan Rees  
Clinical Director of HH PCN

Harpenden Health  
PCN

- ◆ Davenport House Surgery
- ◆ The Elms Medical Practice
- ◆ The Village Surgery



# Modern General Practice Model

The Modern General Practice Model ( NHS England) - is a way of organising work in general practice that enables practices to:

- see all patient need, by providing inclusive, straightforward online and telephone access
- understand all need through structured information gathering
- prioritise and allocate need safely and equitably (including continuity of care)
- make best use of other primary care services and the multi-professional team
- improve the efficiency of their processes and reduce duplication.



# Modern General Practice Model

## What is the Modern General Practice Model?

To establish a modern general practice model, it is essential for practices to:

### Understand Demand and Capacity

- the nature and pattern of patient demands, e.g., across different days of the week and at different times of year.
- capacity available in terms of staff time and skills.

### Improving the Experience of Telephoning the Practice and Using online access routes

- access to patients across phone, online and walk-in routes.
- move to and optimise the capability of cloud-based telephony system
- proactively manage peaks in demand
- optimise use of online forms- via the practice website and NHS Apps

### Enhancing Navigation and Triage processes

The model requires consistent structured information collected at the point of contact from patients - via an online form or by reception staff who capture the information about their needs to be assessed and prioritised (triaged)

### Management of non- patient – Facing Practice Workload

The model will give practice staff better control over their workload, increase efficiency and reduce burden on staff

# Frailty Hospital at Home

Locality Providers Delivery Group presentation  
September 2023

**Working together**  
for a healthier future





# Harpenden Healthcare - the next 10yrs

- Modern General Practice
- Wider Primary health care team
- Estate challenges? Urgent Care Assessment & Treatment Hub
- MDT working empowering more care at home
- Personalised care
- Anticipatory care
- Digital tools for personalised management of chronic conditions
- Integrated digital records with secondary care and interface working

• *Thank you*